

# Central Oregon Master Gardener Association

## Policies & Procedures

### M. Project Review

#### Policy:

COMGA seeks to provide the highest quality programs that meet community needs in the best way possible. One way to meet that goal is to conduct a continuous quality improvement process on our programs. An objective process and data/information will form the basis for our project changes and improvements. It is hoped that these reviews will be positive experiences, invigorate projects, and reinforce what we are doing well in addition to identifying areas for improvement.

#### Procedure:

1. The goal is to review one Master Gardener project per year or as needed. More reviews can be done if the need arises and time and volunteers are available.
  - a. The project coordinator can volunteer to be reviewed, or any or OSU staff can suggest a project for review. New trends in the field, drop in participation level, changes in project leadership, problems in project operations, desire to take a fresh look, etc. may be reasons to select a project for review. Eventually all Master Gardener projects will be reviewed and it will be an on-going process.
  - b. The COMGA Board will make the final selection of the project(s) to be reviewed during the year. The selection will be made as early in the year as possible.
2. A committee of at least three members will conduct the review. The committee may be made up of interested Master Gardeners who volunteer or those appointed by the President. The committee should be made up of the Project Coordinator or a project team member, COMGA President or Board Member, Active Master Gardeners, a Master Gardener trainee or 1st year veteran, and possibly a project user or community member. OSU staff may also be part of the review committee. The chair person for the project review will be appointed by the President prior to the beginning of the review process.
3. General Guidelines for Doing A Review: These are general guidelines and steps for all project reviews. It is expected that each review committee will adjust the process as is appropriate for the project being reviewed. Samples of materials from previous project reviews are available on the COMGA website in the forms section to assist review committees.
  - a. Step 1 – Define the Purpose and the Goals of the Review: Each project review committee is to define at the beginning of the process what the review is to accomplish. The goals may be general or quite specific to the project being evaluated. Examples of purpose/goals may be:
    - i. Provide an evaluation of COMGA's xyz program
    - ii. Provide information for quality improvement
    - iii. Determine how well x project has met its goal
    - iv. Determine the level of user satisfaction
    - v. Identify methods to improve community outreach
    - vi. Increase MG volunteer participation in xyz
  - b. Step 2 – Define How to Conduct the Review: The review committee will begin the review by determining how they will conduct the review, what data or information they want to use and how to collect that information. Examples may include:
    - i. Report prepared by the project coordinator and project committee (list of possible items follows)

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- ii. Survey of project users
  - iii. Financial review of current and past years
  - iv. Summary of volunteer numbers and hours devoted to the project
  - v. Interviews with OSU staff or other key stakeholders
  - vi. Literature search for current trends or standards of practice in field
- c. Step 3 – Set Time Frames and Assignments: The review committee will set their schedule of meetings, data collection, reporting, etc. Reviews are to be completed within 2 months after the conclusion of project activities for the year or on a timeframe agreed upon with the President. Recommendations and results requiring financial changes should be completed in time to feed into the budget cycle that begins in August. Review committee recommendations need to be presented to the Board no later than the August Board meeting. A review that cannot be completed by August may be carried over until completion. However, funds may not be available to support changes until the following budget cycle or approved by the Board if requested sooner than that.
- d. Step 4 – Collect Data and Information: Committee members are responsible for requesting and collecting data and information. The project coordinator is a key source of information as well as the Treasurer, OSU Volunteer Reporting system, etc. Reasonable funds may be requested to cover data collection, for example Survey Monkey fees.
- e. Step 5 – Analyze Results and Develop Recommendations: The review committee will undertake a comprehensive analysis of all data and information collected, such as material from the project coordinator, survey results, financial review, trend research, etc. Key points and ideas from this objective information will form the basis for the recommendations as opposed to subjective opinion.
  - i. Recommendations should address the goals established at the beginning of the review process and should also include consideration of feasibility of implementation.
  - ii. Recommendations should include input from all committee members and be arrived at by consensus.
- f. Step 6 – Recommendations to the Board: Recommendations will be presented to the Board in a written report no later than the beginning of August. The Board should receive the report in advance to allow time for review prior to the Board meeting. The Board will either revise or accept the recommendations as presented. Once approved by the Board the recommendations will be referred to the project for implementation.
- g. Step 7 – Implementation by the Project: The project coordinator and team members carry out implementation of the recommendations. They will develop an action plan, including timeframes and budget, to carry out any changes. The budget committee and board will consider requested budget changes as part of the regular budget process. The project coordinator will report back to the Board if any recommendations cannot be implemented
- h. Step 8 – Reporting on Accomplishments: The project coordinator will report to the Board on an as needed basis with a final report at the end of project activities for the

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year. The report will include recommendations implemented or delayed, assessment of success, and any other factors considered 13 pertinent. A historical record of review results shall be kept by the project coordinator and the COMGA president to be able to see the progression of the project over time.

4. Some items to be considered in each project review:

- a. Project Name
- b. Date
- c. Project Description
- d. Project Purpose
- e. How does the project address the COMGA purpose/mission
- f. Timeframe of Project (single event, on-going, months of operation, etc.)
- g. Preparation Required to Put on Event
- h. Current year project goals
- i. Did the project meet goals? If not, why? Describe accomplishments.
- j. Who does the project serve?
- k. How many are being served?
- l. Are they satisfied with the project, program and service?
- m. Current partners? Potential partners? What do partners do or provide?
- n. Describe any new techniques, trends or community needs that could be incorporated into the project
- o. Resources are required for this project over the past several years.
- p. Dollars – expenses, income & net profit
- q. # Volunteers
- r. Volunteer hours
- s. Time Commitment – one-day event, several days or months
- t. Project Strengths
- u. Project Weaknesses
- v. Recommendations for change
- w. Budget implications of recommendations